



MY'20

DRIVER'S ELD MANUAL



FOR COMPLETE TRAINING, VISIT OUR DRIVER RESOURCE CENTER
www.konexial.com/training

📍 MY20 TIPS



- 1** Only use 1 ELD per truck. Always leave the ELD plugged in. If you need to move an ELD, notify My20 support before moving.
- 2** Check for a **GREEN** light on the ELD. Do not remove the ELD from the ECM port.
- 3** Your My20 ELD app must be connected to the ELD to be compliant. Verify it is connected on the ELD status page.
Menu >> Settings >> ELD Status
- 4** Make sure you are logged into the My20 app & connected to the ELD device before you start your engine or turn off your engine. This data has to be tracked, otherwise it will come back later for you to accept as Unidentified Non-Driving Records (UDRs).
- 5** In **On Duty** status make sure you are connected to the ELD **before and after** you drive to do your Pre-trip and Post-trip each day. This is required and it will make sure all your records are current before you start driving that day and at the end of the day.
- 6** If the pre-trip button is grayed out, the truck has already been moved or the pre-trip inspection has been completed. You can delete the trip and create another to complete a pre-trip inspection. If the post-trip button is grayed out, the post-trip inspection has already been completed.
- 7** The My20 app must be kept visible on the front of your phone or tablet. Otherwise, your phone may cause the app to “hibernate” and your Bluetooth connection may be lost.
- 8** If your mechanic does not have an ELD subscription, remove the ELD from the truck while he/she completes their work. The next time you connect, you will annotate the mileage difference.
- 9** Drivers should certify their RODS as correct and accurate by signing their logs on the **SIGN** screen in the app at the end of every shift.
- 10** My20 Tower subscription includes IFTA. IFTA reports will not be complete or accurate if the miles and location are not recorded accurately. Remember to upload your fuel receipts either individually or with .csv file upload.



MY20

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*PER FMSCA MANDATE, DRIVERS ARE REQUIRED TO HAVE THESE INSTRUCTIONS ONBOARD THEIR CMV IN PRINT OR ELECTRONIC FORM. **03**
SPANISH TRAINING RESOURCES AVAILABLE AT WWW.KONEXIAL.COM/TRAINING

INTRODUCTION

Thank you for choosing MY20 - Your Complete ELD Solution. This compact & easy-to-use device has everything you need for FMCSA compliance & MUCH more!

WHAT'S INCLUDED:

- 1- MY20 Electronic Logging Device
Fits 9 Pin (J1939) ECM Port*
- MY20 User Manual**
- FREE MY20 App Download

WHAT YOU NEED:

- Cellular tablet or smartphone with Apple iOS 11.0 (or higher) OR Android 7.0 (or higher). Verify your operating system at www.konexial.com/faq
- Dash or window mount for your smart phone or tablet***
- **NOTE:** Your mobile device must have INTERNET capability with available data. Mobile Hotspots are not compatible. Most drivers prefer tablets.



OUR MISSION IS TO HELP DRIVERS


DriveLiFE

We are committed to providing the best solutions and customer support in the ELD business.

*An adapter cable is required for trucks with OBDII or 6 Pin ECM ports, see page 4. **Per FMCSA Mandate: Beginning on 12/18/2017, a driver using an ELD must have an ELD information packet on-board the commercial motor vehicle (CMV) containing the following items: 1. A user's manual describing how to operate the ELD 2. An instruction sheet describing the data transfer mechanisms supported by the ELD and step-by-step instructions to produce and transfer the driver's HOS records to an authorized safety official; 3. An instruction sheet describing ELD malfunction reporting requirements and record keeping procedures during ELD malfunctions; and 4. A supply of blank driver's records of duty status (RODS) graph-grids sufficient to record the driver's duty status and other related information for a minimum of 8 days. ***Per FMCSA ELD Rule 395.22(g): A portable ELD must be mounted in a fixed position during CMV operation and visible to the driver from a normal seated driving position.


HARDWARE

WHAT TYPE OF ECM PORT DOES YOUR TRUCK HAVE?

MY20 ELD comes equipped with a **9 Pin ECM connector** 
If your truck has a 9 Pin ECM Port
No adapter cable is required.


9 PIN ECM PORT



If your truck has a 6 Pin ECM Port
A 6 Pin to 9 Pin adapter cable is required 
Available for purchase at konexial.com

6 PIN ECM PORT



If your truck has an OBDII ECM Port
An OBDII to 9 Pin adapter cable is required 
Available for purchase at konexial.com

OBDII ECM PORT



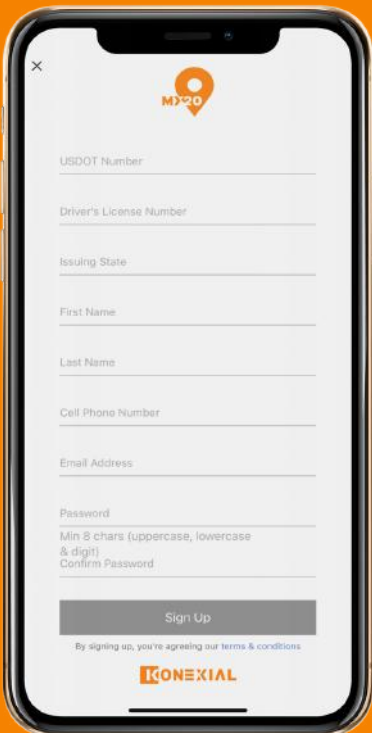
An adapter cable - **SOLD SEPARATELY** - is required for 6 Pin and OBDII ECM ports. Adapter cables may be purchased at konexial.com

INSTALLATION

STEP 1: DOWNLOAD THE MY20 APP ON YOUR DEVICE



- Go to the App Store or Google Play Store and search for MY20 ELD by Konexial.
- Download the FREE app to your tablet or smartphone
- When prompted, you must allow the app access to bluetooth, location, and pictures.
- MY20 supports Apple iOS 11.0 (or higher) OR Android 7.0 (or higher). Verify compatible operating systems at www.konexial.com/faq
**Tablets are preferred by most drivers



STEP 2: CREATE YOUR ACCOUNT

- Once you have purchased an ELD subscription at www.my20eld.com, follow the instructions sent to you in your new subscription purchase email.
- For fleets of 10 or more trucks, contact support at 865-888-6920 ext 2 for time-saving set up.
- The Konexial support team will email the driver his/her username and password for the app and driver training videos.
- Call 865-888-6920 ext. 2 for additional support.

INSTALLATION

STEP 3: INSTALL YOUR MY20 ELD

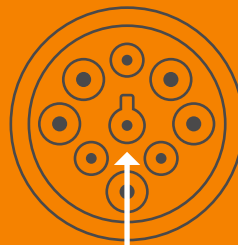


YOUR IGNITION MUST BE *OFF* PRIOR TO INSTALLING YOUR ELD DEVICE.



To install the MY20 ELD, match up the 9 pin configuration on the back of the ELD to your ECM connector. Take care to line up the center pin which has a slot like a key. Most ECM connection ports are located under the dash or along the inside of the door frame.

SLOTTED KEY PIN



9 PIN ECM CONFIGURATION



BACK OF MY20 ELD

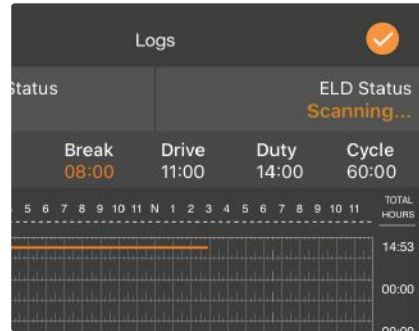
If your ECM connector does not look like the diagram above, an adapter cable is required (see page 4). After installing the MY20 ELD in your ECM port, rotate the collar ring on the MY20 ELD to the right until it is fully seated. Installation is complete when you see a pulsing green light on the edge of your ELD.

INSTALLATION

STEP 4: CONNECT YOUR ELD TO THE MY20 APP

TO CONNECT YOUR ELD TO THE MY20 APP:

1. While in your truck, confirm that Bluetooth and Location Services are enabled on your tablet or smartphone. Also, verify "Date and Time - set automatically" is activated on your device.
2. Open the MY20 app.
3. Tap ELD STATUS in the upper right corner.
4. Select your truck number under available devices.
5. ELD STATUS will change from No ELD connected to Scanning...Connecting...Connected!

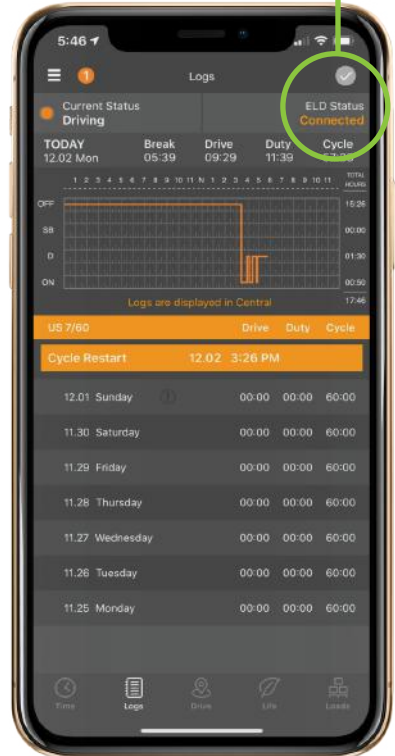


ELD STATUS

TROUBLESHOOTING

If your ELD does not connect automatically try the following:

1. Do you see a pulsing green light on the edge of the ELD? If not, trying turning your ignition on.
2. Are Bluetooth and Location Services enabled on your tablet or smartphone?
3. Close all other open apps.
4. Temporarily disable any other Bluetooth accessories connected to your device.
5. Log out of the MY20 app and sign back in.
6. Disconnect and reconnect the MY20 ELD to the ECM port.
7. Delete and re-install the MY20 app on your mobile device.
8. Power your mobile device off and back on.



If your ELD still will not connect or shows NO light or a solid red light, Call us at 865-888-6920 ext. 2 for assistance.

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INSTALLATION

STEP 5: UPDATE YOUR MY20 ELD DEVICE FIRMWARE


YOU'RE ALMOST DONE!

The last step is updating your ELD's firmware - This is the operating system embedded in the MY20 ELD. Periodically, firmware is updated with enhancements or bug fixes.

TO UPDATE THE FIRMWARE ON YOUR MY20 ELD:



1 Disconnect all other bluetooth devices including headsets, cameras, etc.

2 With the ELD connected to your device, tap 

3 Tap Settings. 

4 Tap ELD update. 


5 Tap 

NOTE: The update process can take 5 to 15 minutes. Keep the MY20 app open during this process. Taking a phone call or using other apps may slow or disrupt the update process.

YOUR ELD INSTALLATION IS COMPLETE!

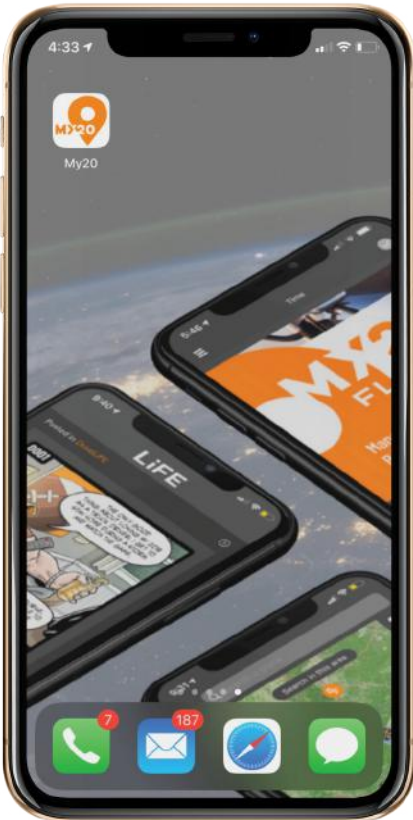
Continue reading to learn how to operate your MY20 ELD.

NEED HELP?

- Tap **HELP**  from the main menu on the MY20 app. Here you will find How to Videos, FAQ's and more help resources.
- Email support@konexial.com
- Call our support team at 865.888.6920 Ext.2

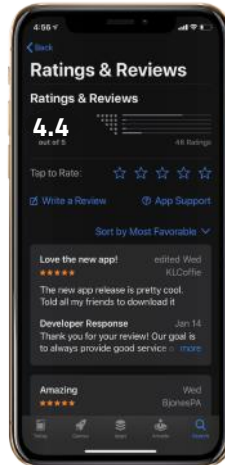
APP OPERATION

HOW TO UPDATE MY20 APP



UPDATE MY20 APP

- Uninstall your current MY20 ELD App version.
- **For iOS users:**
 - Tap & hold down the MY20 App icon until it shows an "X"
 - Tap the "X" and it will say "Cancel" or "Delete"
 - Choose "Delete"
- **For Android users:**
 - Tap & hold down the MY20 App icon until it shows "Uninstall"
 - Tap "Uninstall"
- Go to Google Play Store or Apple App Store and install the newest MY20 ELD App version available.



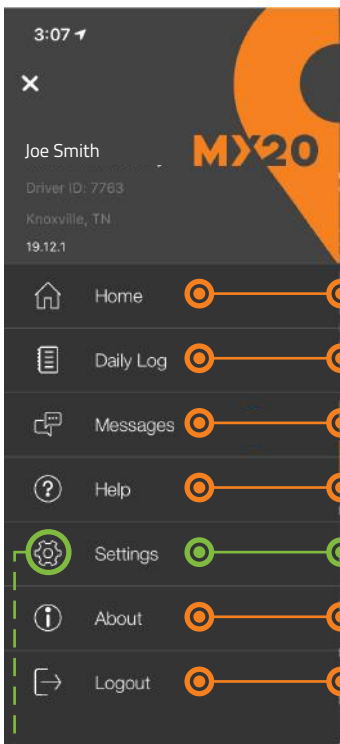
Love the MY20 app?

Give our team, 5 STARS and POSITIVE Review

APP OPERATION

MAIN MENU & SETTINGS

TAP THE MAIN MENU ICON  IN THE UPPER LEFT CORNER TO ACCESS THE FOLLOWING OPTIONS:



MAIN MENU

Tap Home to exit the main menu and return to the Logs screen.

Tap Daily Log to go to your LOGS screen.

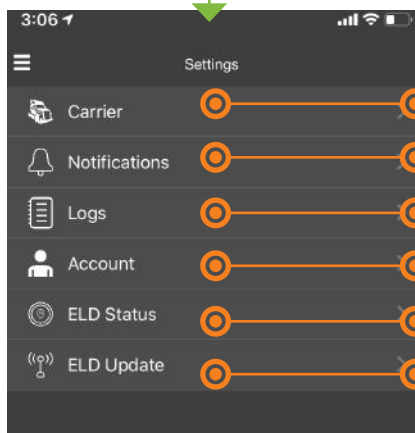
Tap Messages to view dispatcher, broadcast or other load related messages.

Tap Help to access support information on our website, such as the MY20 user manual (English & Spanish), help videos, FAQs, and more!

Tapping Settings will open a sub-menu with more settings options.

Tap About to go to our website and learn more about Konexial.

Tap Logout to sign out of the MY20 app.



SETTINGS MENU

Tap Carrier to view your carrier info and USDOT#

Tap Notifications to set HOS violation alert preferences.

Tap Logs to edit cycle, odometer, and restart menu.

Tap Account to view account information and reset your

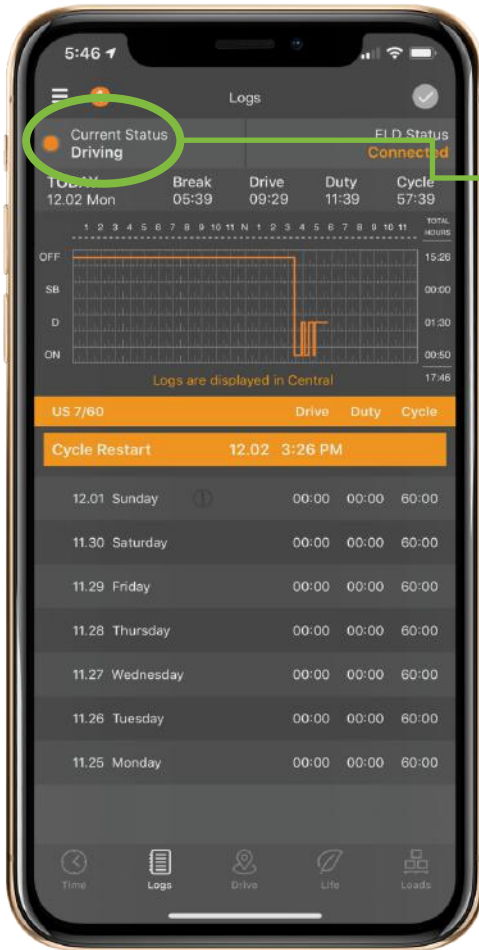
PASSWORD. Tap ELD Status to view current GPS and vehicle information as well as current ELD firmware version.

Tap ELD UPDATE to download the latest firmware to your ELD. See page 8 for instructions.

APP OPERATION

LOGS SCREEN & STATUS CHANGE

Logs for the current day are displayed mid screen with the previous 7 days listed underneath. Tap the center of the graph to view current day log details. Tap any date below the graph to view previous day logs.



LOGS SCREEN FUNCTIONS:

- The LOGS screen is the default screen for the MY20 app. Anytime you log in you will be directed to this screen.
- DUTY STATUS is displayed in the upper left corner. Tap CURRENT STATUS to view status options: **On Duty**
Off Duty
Sleeper Berth
- ELD STATUS is displayed in the upper right corner. Tap ELD STATUS to connect or disconnect your mobile device from the MY20 ELD. For log accuracy, your mobile device must ALWAYS be CONNECTED to the MY20 ELD when you are in your truck. See page 7 for connecting instructions.
- The grey circle in the top right will turn orange once all daily data has been transferred to the Tower. **DO NOT log out until the circle turns ORANGE.** You can tap the grey circle to upload your data to the Tower.

NOTE: The MY20 ELD automatically changes your duty status to *Driving* when your truck moves over 5MPH. You may change your duty status after your truck is stationary for 1 minute.

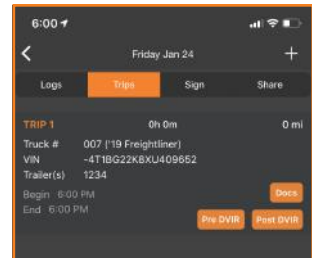
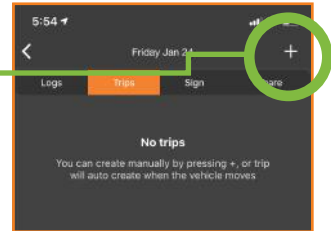
APP OPERATION

LOGS SCREEN

HOW TO CREATE A TRIP

All driving activity duration, distance, pre & post DVIR, & document management is based on the drivers trips created.

- Select the TRIPS tab, from the drivers daily log screen.
- Select the + sign from the upper right hand corner of the screen. (you will see a list of your carriers trucks)
- Select the truck that you will be driving. (If you are connected to the ELD, there will be an orange "currently connected" banner)
- You will be brought to the "New Trips" screen. From here, you will select co-driver (if team driving), enter trailer numbers, & add shipping document information (numeric or photo upload option).
- Select save, in the upper right hand corner.
- You will be presented with pre & post-trip DVIR options



HOW TO ANNOTATE YOUR LOGS

Annotations (notes) can be made to current day logs as well as any of the previous 7 days shown on the LOGS SCREEN.



- On the LOGS Screen, tap the day then the graph of the day you wish to annotate.
- Tap + Add Annotation to annotate your logs.
- Annotations or Notes may be added to any time segment on your log and are not bound by specific transactions.
- Enter the start time, end time, location and note the reason for your annotation. Select "save" in the upper right corner of the screen.
- Once saved, you will see two arrowheads indicating start and end times connected by a dashed line on the top of the RODS 24-hour graph.

Tap the back ◀ arrow in the upper left and you will see the annotation in white.

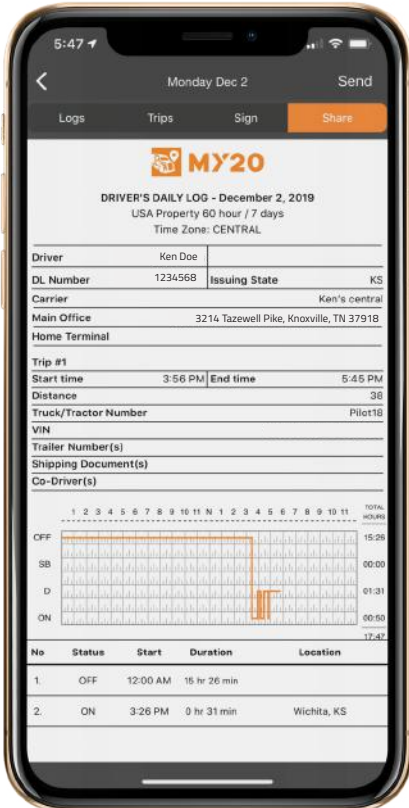
APP OPERATION

HOW TO CERTIFY & TRANSFER YOUR HOS RECORDS

***IMPORTANT: Per FMCSA requirements, your RODS logs must be reviewed and certified (signed) on a daily basis. This information is required as part of your ELD packet.**



- 1) Begin on the LOG screen. Tap the center of the RODS graph of the current day's log. Once selected LOGS, TRIPS, SIGN, & SHARE will appear with the Logs tab selected.
- 2) Review the driving, duty, and cycle hours and change as appropriate.
- 3) Add any annotations where appropriate.
- 4) Select the trips tab, review the docs for correct co-driver (if team driving), trailer, and documents.
- 5) Select the sign tab and use your finger or stylus to sign your signature.
- 6) Once completed, select save in the upper right corner of the screen.



HOW TO TRANSFER RODS

From the logs screen, tap the RODS graph of the current days logs. Select the SHARE tab to create the days RODS pdf.

- 1) On the Share tab, select SEND (Android users tap 3 vertical dots) in the upper right corner of the screen. A drop down box will appear with the options to transfer your RODS via :
 - EMAIL: Enter an email address and send your log via email.
 - PRINT: Connect your smart phone or tablet to a wireless printer to print a paper copy of your log.
 - FMCSA Upload: Electronically transfers your logs directly to the FCMSA site. Enter comment to submit to FMCSA. You will receive a confirmation message from the FMCSA.

IMPORTANT: The MY20 app saves 8 days of log history. The MY20 TOWER stores records for 6 months. Per FMCSA regulations, a motor carrier must keep both the ELD RODS data and a back up copy on a separate device for 6 months.

APP OPERATION

ELD MALFUNCTION PROCEDURE INSTRUCTIONS

**IMPORTANT: Per FMCSA requirements, this information is required as part of your ELD information packet.*

PER FMCSA REGULATIONS, IN THE EVENT OF AN ELD MALFUNCTION, A DRIVER MUST:

- 1 Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours.
- 2 Reconstruct the RODS for the current 24-hour period and the previous 7 consecutive days, and record the records of the duty status on graph-grid paper logs that comply with 49 CFR 395.8*, unless the driver already has the records or retrieves them from the ELD.
- 3 Continue to manually prepare RODS in accordance with 49 CFR 395.8 until the ELD is serviced and back in compliance. The recording of the driver's hours of service on a paper log cannot continue for more than 8 days after the malfunction; a driver that continues to record his or her hours of service on a paper log beyond 8 days risks being placed out of service.

Drivers Daily Log

(24 hours)

____ / ____ / ____
 (month) (day) (year)

Original - File at home terminal.

Duplicate - Driver retains in his/her possession for 8 days.

From: _____

To: _____

	Mid-night	1	2	3	4	5	6	7	8	9	10	11	Noon	1	2	3	4	5	6	7	8	9	10	11	Total Hours	
1. Off Duty																										
2. Sleeper																										

NOTE: Drivers must notify My20 of any malfunction of the ELD. Support can be reached at 865-888-6920 ext 2 or screen shot can be emailed to support@konexial.com

APP OPERATION

MY20 TIME CLOCK & GREAT LOGS



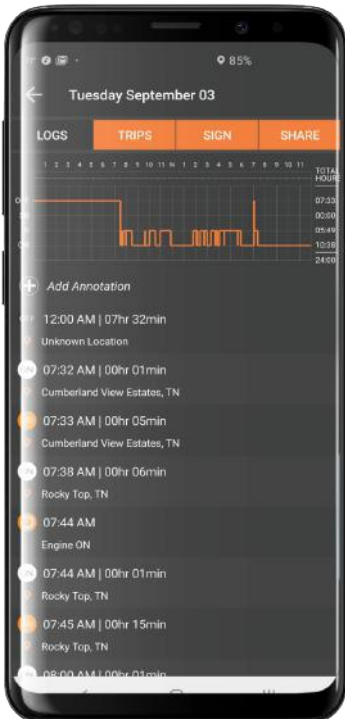
MY20 TIME CLOCK SCREEN



The MY20 time clock screen acts as the main hub for driver information.

TIME CLOCK FUNCTIONS:

- **CYCLE:** Tap CYCLE to view or change your cycle type.
- **CONNECT:** This should say CONNECTED at all times when you are in your truck. Tap CONNECT to reconnect your device as needed.
- **EXCEPTION:** Tap EXCEPTION to select appropriate exemption status.
- **MI/HR:** Displays miles & time driven today.
- **TIME CLOCK:** The clocks in the center of the screen display the time remaining in your 14-hour duty (top), 8-hour mandatory break (center), and 11-hour driving (bottom) limits.
- **DUTY STATUS:** Your current duty status is shown in the center of the time clock. Tap the center of the clock to change your duty status.



OVERVIEW

5 TIPS FOR GREAT LOGS

- 1 GREEN LIGHT ON ELD: DO NOT REMOVE FROM PORT**
- 2 ELD MUST BE CONNECTED TO APP, VERIFY EVERYTHING IS CONNECTED ON ELD STATUS PAGE.**
- 3 EVERY STOP: YOU MUST CHANGE STATUS**
- 4 ALWAYS LOOK FOR THE ORANGE CIRCLE BEFORE DISCONNECTING/LOGGING OUT.**
- 5 TALK WITH KONEXIAL SUPPORT STAFF: 865-888-6920 EXT 2 FOR HELP.**

APP OPERATION

HOS EXCEPTIONS & BREAKS



- Tap the time clock icon
- Touch exceptions at the bottom right corner of the time clock screen.
- Choose the exception you wish to enable.
- Touch the toggle switch and the exception status will turn orange.
- After turning exceptions on, tap dismiss at the bottom of the screen to return to the time clock.

NOTE: All exceptions must be turned on while the truck is in park and NOT in driving status.

On Duty Exceptions:

- Yard Moves
- Short Haul
- Short Haul - Concrete Delivery
- 16 Hour Rules
- Agriculture
- Adverse Weather

Off Duty Exceptions:

- Personal Conveyance
- Oil Field & Well-Waiting
- Split Sleeper Berth

NOTE: BREAK COMPLETION LINE

A white dashed vertical line on the RODS graph of the Logs screen will appear when the duty status is changed to either OFF Duty or SLEEPER to indicate when the 10 hour daily restart will be completed. Please wait until the orange horizontal duty line crosses the white dashed vertical line to ensure you get credit for the 10 hour restart.

APP OPERATION

MY20 DRIVE



GoFuel

Fuel discounts aren't just for large fleets anymore. GoFuel makes it possible for owner operators and small fleets to save money and get rewarded.

GoFuel customers will receive discount fuel pricing and turn-by-turn directions to the lowest fuel price.



SIGN UP TODAY AT konexial.com/gofuel



DriveLiFE



The DriveLiFE curated content stream brings encouraging, uplifting, industry specific news, articles, videos, and images, directly into your My20 ELD mobile app.

Every day you'll find resources to help DriveLiFE spiritually, financially, environmentally, physically, and socially.



GoLoad™



Dynamic Load Matching Engine

GoLoad, The world's first dynamic load matching engine will allow carriers to view available loads based on their HOS data.

Shippers have the ability to find capacity and name their price.

Loads flow to drivers and dispatchers while drivers earn more money and reduce empty miles.

SIGN UP TODAY AT konexial.com/goload



NOTES:

My20 Driver ID: _____

My20 Password : _____

My20 ELD Support

email: support@konexial.com

phone: 865.888.MY20 ext 2

training videos: www.konexial.com/training



MY20



KONEXIAL.COM
865.888.MY20

Our philosophy at Konexial can be summed up into two words...**Drive LIFE.** We are committed to creating technology to **HELP DRIVERS DRIVELiFE.**